

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2019-00366
COMMISSION STAFF'S POST-FORMAL CONFERENCE
REQUEST FOR INFORMATION**

Witness: Susan L. Lancho

6. Explain whether Kentucky-American considers forgiveness of arrears in concert with existing Home Energy Assistance (HEA) program.

Response:

When a customer is approved for participation in Kentucky American Water's H2O Help to Others program, his/her account is placed on a 30-day hold and late fee lock. This prevents any disconnection letters and late fees from being added to the account between the time participation in the program is approved and the actual assistance funds are applied to the account. Then, when the assistance funds are added to the account, all amounts owed are considered paid if the total balance owed equals the amount of assistance provided to the account. If the assistance amount is not sufficient to pay the balance in full, the customer then owes the remaining balance, but Kentucky American Water does not distinguish between what types of charges (meter charge, usage charge, late fee charge) remain in that balance. As stated in response to PSC 2-1, eligible customers may receive up to \$125 per year of assistance in the H2O Help to Others program.